Connecting to the internet

You can get online using the network socket in your room and use the wi-fi for your mobile devices or your laptop when you're on the campus.

Choose which network to set up

wi-fi

The wi-fi network at Sussex is called **eduroam**. It's available in the Library and all of the teaching buildings on the campus as well as most of the residences.

- Make sure you know your IT **username** and **password** (confirmed when you registered) and check the date and time are set correctly, your wi-fi is turned **on** and your device is **not** connected to a network cable

- In the wi-fi settings for your device, connect to the setup network (**sussex.ac.uk-wifi-setup**)

wired

If you have a laptop with a network socket, use the wired connection when you're in your room. It's much better for downloading files or watching lecture recordings.

- Make sure you know your IT **username** and **password** (confirmed when you registered)

- Check that the wi-fi on your computer is turned off and that the date and time are set correctly, then connect your computer to the network socket on the wall using the pink cable

Follow these steps to connect

1 Open a web browser (such as Internet Explorer) and you should see a Sussex web page. Click the **GO** button for Member of the University

Member of the University (staff / student)   Conference delega (or visitor)
GO   GO

(Hint: if you don't see this page immediately, just wait for a minute or so and try again)

2 Enter your IT username and password and make sure the box to register your device is checked. Click **login**.

ano23   *This is your IT username, usually a combination of your initials followed by a number (e.g. ano23)*

Password   *This is the password you would use to login to your email or Sussex Direct*

Register this device ☑   *This will register the device you're using at the*

3 Click on the button to **set up your connection**

Set up your connection   Conn
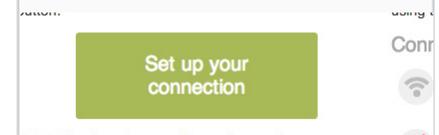
You will then be guided through the setup process and when it's finished, you should see a Sussex web page.

You can set up both wired and wi-fi connections on your laptop - you just have to run through the process twice.

Don't worry if the Auto setup doesn't work - just try the manual setup instructions on the right-hand side of the page instead.

If you still have problems, see the troubleshooting guide on p6 or come to IT Services in Shawcross with your device and we'll help you get online.

Make sure you're protected from viruses if you're connecting to the internet. Turn over for details.

You should only have to follow this process the first time you connect After that, your device should connect whenever you are in range of eduroam.

Protecting your computer

If you use a Windows computer, make sure you have a valid antivirus program to protect yourself and other users of the campus network. It's also a good idea to have protection against other malicious software, which is often given the general name of malware.

If you don't already have your own security software (such as McAfee, Bullguard, Norton or Kaspersky), you should install one of the free programs - see our website for details:

sussex.ac.uk/its/help/security

Increasingly viruses and malware have begun to target Mac computers. If you're a Mac user, make sure you keep your software up to date by clicking on Software update in the main Apple menu.

Troubleshooting connections

You can come to the IT Service Desk in Shawcross to get help or if you have some experience of using networks, you can try troubleshooting the problem:

Page with staff/student button does not load
The page with the GO button should load automatically when you plug in the network cable (on wired connections) or connect to the setup network (on wi-fi) but if it doesn't, wait for a minute or so and try again. Alternatively you can try going to this web address:
https://www.sussex.ac.uk/roaming/welcome

Auto setup does not seem to run correctly
The automatic setup program (XpressConnect) works on Windows, Mac, Linux Ubuntu and some mobile devices. If the process fails, try setting up your connection manually using the instructions on the right-hand side of the setup page.

Connected but unable to use the internet
Make sure you are connected to the right network - if your computer has automatically joined the setup network, you won't be able to get online. You may have to manually forget the setup network so that your device doesn't try to connect to it automatically. You will have to be connected to the eduroam network in order to browse the web.

Unable to authenticate with eduroam
Your device's MAC (Media Access Control) address must be registered before it can connect. You can normally find the address in the wi-fi settings for your device and you can register it by connecting to the wi-fi setup network or by going to the network support page (**https://www.sussex.ac.uk/roaming**) with a different computer which already has internet access.

To join a Sussex network, you have to authenticate with your IT username (followed by @sussex.ac.uk) and password. Make sure that you have the @sussex.ac.uk after the username and that you're using the right password.

Check also that the date and time settings on your computer are correct. If the date is wrong, it can prevent your device from validating the connection.

Cannot connect to the wi-fi setup network
Firstly, make sure the wi-fi on your device is turned on. If you can't see or connect to the setup network (sussex.ac.uk-wifi-setup), then you might be out of range of the network, or there may be a problem in the current location.

The connection is working but is quite slow
The network in the residences is not the same as a commercial broadband service such as the one you might have at home. The University of Sussex connection to the internet uses the UK's Joint Academic Network (JANET) and its total capacity is limited.

Because you're sharing your internet access with 4,500 other residents, it's likely that performance will be slower at peak times. The main purpose of the University network is to support learning, and although some personal use is reasonable, activities such as video streaming are allocated less capacity at busier times of day.

Wired authentication
802.1x

Wireless authentication
WPA2 Enterprise with AES encryption

Authentication methods
PEAP/MSCHAPv2
or TTLS/PAP

Authentication server
radius.sussex.ac.uk

Certificate used to verify Sussex server
Thawte Primary Root CA or Thawte Premium Server CA

Login details
Your IT username (followed by @sussex.ac.uk) and password

IT Services
Shawcross
University of Sussex
sussex.ac.uk/its

Don't worry if you have problems connecting - come along to IT Services in Shawcross and we'll help you get online. Please bring your mobile or laptop with you along with the power supply if the battery is likely to run out. We're open 9.00am-7.00pm Monday to Friday.